

REMARKS

Claims 1-10, 13, 17-26 and 28-101 are pending in the application.

Claims 1-10, 13, 17-26 and 28-101 stand rejected.

Claims 1, 13, 17, 19, 22, 39-46, 54, 59-60, 67 and 84-85 have been amended.

Rejection of Claims under 35 U.S.C. §102

Claims 1-10, 13, 17-22, 24-26, 28-42, 45-64 and 66-101 stand rejected under 35 U.S.C. § 102(e) as being anticipated by Beck, et al., U.S. Patent No. 6,332,154 (Beck). *See Office Action*, p. 3. Applicants traverse the rejection and offer amended claims.

Claims 1, 13, 17, 19, 21, 22, 39, 46, 54, 59, 67, 84 and 85.

Beck's Channel Driver Fails to Issue a Command from the Communication Center

Regarding claim 1, Applicants have amended independent claim 1 to recite "obtaining an event communicated *to a communication center* via an incoming communication channel" as well as to recite "causing the channel driver to issue the command *from the communication center* to an outgoing communication channel." Therefore, claim 1 requires that the same entity that obtains the communicated event also cause the channel driver to issue the command (namely, the communication center). However, notwithstanding other of Beck's infirmities, the Office Action offers citations from Beck in support of the assertion that Beck teaches these limitations, that (were the elements even comparable, which Applicants maintain is inapposite) require that *different* entities obtain the event and cause the channel driver to issue the command.

The Office Action cites Beck 8:1-10 in support of the assertion that Beck teaches "obtaining an event communicated *to a communication center* via an incoming communication

channel.” See Office Action, p. 3. Beck 8:1-10 states that “Incoming DNT calls, and other communication events such as e-mail, file transfers and the like, arrive at a routing node 21 in WAN 15 and are passed on over digital connection 25 to a routing server 29 within communication center 17....” Thus, Beck 8:1-10 teaches events communicated to a communication center.

In contrast, the Office Action cites Beck 62:64-63:5 in support of the assertion that Beck teaches “causing the channel driver.” See Office Action, p. 5. But Beck 62:64-63:5 states that

A media support module 445 is provided and adapted to contain required media drivers for executing different types of media presentations offered. For example, if wizard 423 is updated to include a new type of media, an appropriate driver would be installed in module 445. Module 445 contains an appropriate driver for each type of offered media as required. In one embodiment, such drivers may also be downloaded to a client's browser through desktop interface module 443. There are many variable options.

Thus, since module 445 is a module of wizard 423, which is a *client* – facing (a *client* interfacing) self-help wizard for *clients* who network with the CINOS-enhanced communication center (See Beck 59:49-60:16), it is clear that the drivers mentioned in Beck 62:64-63:5 fail to even reside on the same communication center entity referred to by Beck 8:1-10. Thus, even if Beck 62:64-63:5 did teach “causing a channel driver” (a point Applicants do not concede), Beck 62:64-63:5 fails to teach that the entity “causing a channel driver” is the same entity referred to by Beck 8:1-10, as required by claim 1.

Applicants point out that the above difficulty of interpreting Beck such that Applicant's invention is covered thereby is symptomatic of the fact that the Office Action must refer to citations of Beck concerned with the customer side of the invention disclosed in Beck. As pointed out in the previous response, dated February 28, 2007, one of the virtues of the Applicants invention is that it enables technology to be focused on the communication or call center side.

Thus, for at least these reasons Applicants respectfully request the reconsideration and withdrawal of this rejection against claim 1. Applicants further request the reconsider and withdrawal of this rejection against independent claims 13, 17, 19, 39, 46, 54, 59, 67, 85, and 85 for similar reasons.

Likewise, Applicants respectfully request the reconsideration and withdrawal of this rejection against independent claims 21 and 22. While these claims have not been amended in this regard, they are already structured in such a way that they require that the same entity that obtains the communicated event also causes the channel driver to issue the command or accesses the channel driver table. In claim 21 the same processor that obtains the event causes the channel driver to issue the command. In claim 22 the same instructions access the communication channel table as access the channel driver table.

Multiple Inconsistencies and Improper Assignments in the Interpretation of Beck

However, aside from the forgoing infirmities, the interpretation of Beck offered by the Office Action suffers from multiple inconsistencies and improper assignments.

For example, in discussing claim 1, the Office Action (1) asserts that DIM 301 of Beck teaches an interface object table, yet (2) also asserts that module 409 identifies a command within the object table. *See* Office Action, p. 5. However, Beck contains no teaching for the assertion that module 409 accesses DIM 301. Beck associates module 409 with agent work presentation model (AWPM) 389 and there is no mention of either module 409 or AWPM 389 in Beck's discussion of DIM 301. *See* Beck 40:21-45:7. Likewise, there is no mention of DIM 301 in Beck's discussion of AWPM 389 and module 409. *See* Beck 56:44-60:54.

Further, the Office Action equates the *parameters* of module 409 with the command of claim 1. *See* Office Action, p. 5. Clearly parameters are not commands. In fact, one of skill in the art will readily recognize that commands are often accompanied by parameters. Thus one of skill in the art will recognize that commands are distinct from parameters.

Further still, the Office Action cites Beck 42:21-36 and Beck 41:55-42:2 in support of the assertion that the channel driver issues the command to an *outgoing* communication channel. *See* Office Action, p. 5. The Office Action states that the mention of the command capability provided to other CINOS routines found in these citations teaches that the channel driver issues the command to an outgoing communication channel. Clearly, however, providing command capability to *other* CINOS routines cannot be equated with issuing a command to an *outgoing* communication channel. Since the command capability is provided to *other* CINOS routines, that capability must be provided internally and not to an *outgoing* communication channel.

Thus, for at least these reasons and other infirmities associated with the Office Action's interpretation of Beck, the Applicants further request the reconsideration and withdrawal of this rejection against claim 1. For similar reasons the Applicants request the reconsideration and withdrawal of this rejection against independent claims 13, 17, 19, 21, 22, 39, 46, 54, 59, 67, 84 and 85.

Remaining Rejected Claims

Thus, for at least the reason that all remaining rejected claims are dependent upon independent claims 13, 17, 19, 21, 22, 39, 46, 54, 59, 67, 84 and 85, Applicants request the reconsideration and withdrawal of this rejection against all remaining rejected claims.

Rejection of Claims under 35 U.S.C. §103

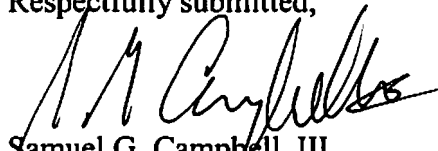
Claims 23, 43, 44, 57 and 65 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Beck, et al., U.S. Patent No. 6,332,154 (Beck) in view of Judkins, et al., U.S. Patent No. 6,587,556 (Judkins). *See* Office Action, p. 33. However, for at least the reason that claims 23, 43, 44, and 57 depend, respectively, upon allowable base claims 22, 39, 54, and 59 Applicants respectfully request the reconsideration and withdrawal of this rejection.

CONCLUSION

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5084.

If any extensions of time under 37 C.F.R. § 1.136(a) are required in order for this submission to be considered timely, Applicant hereby petitions for such extensions. Applicant also hereby authorizes that any fees due for such extensions or any other fee associated with this submission, as specified in 37 C.F.R. § 1.16 or § 1.17, be charged to deposit account 502306.

Respectfully submitted,



Samuel G. Campbell, III
Attorney for Applicants
Reg. No. 42,381
Telephone: (512) 439-5084
Facsimile: (512) 439-5099